Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY 2022 Appropriation Act - Public Act 87 of 2021)

February 1, 2022

Sec.1903. (1) The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year the status of an implementation plan regarding the appropriation in part 1 to modernize the MiSACWIS. The report shall include, but not be limited to, an update on the status of the settlement and efforts to bring the system in compliance with the settlement and other federal guidelines set forth by the United States Department of Health and Human Services Administration for Children and Families.

(2) The department shall report quarterly to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a status report on the planning, implementation, and operation, regardless of the current operational status, regarding the appropriation in part 1 to implement the MiSACWIS. The report shall provide details on the planning, implementation, and operation of the MiSACWIS, including, but not limited to, all of the following:

(a) Areas where implementation went as planned, and in each area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS.

(b) The number of known issues.

(c) The average number of help tickets submitted per day.

(d) Any additional overtime or other staffing costs to address known issues and volume of help tickets.

(e) Any contract revisions to address known issues and volume of help tickets.

(f) Other strategies undertaken to improve implementation, and for each strategy area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS.

(g) Progress developing cross-system trusted data exchange with the MiSACWIS.

(h) Progress in moving away from a statewide automated child welfare information system (SACWIS) to a comprehensive child welfare information system (CCWIS).

(i) Progress developing and implementing a program to monitor data quality.

(j) Progress developing and implementing custom integrated systems for private agencies.

(k) A list of all change orders, planned or in progress.

(l) The status of all change orders, planned or in progress.

(m) The estimated costs for all planned change orders.
(n) The estimated and actual costs for all change orders in progress.

BP Section 1903(2) PA 87 of 2021
Report 1

a) Areas where implementation went as planned.

There were two planned releases on September 25th and November 20th in 2021 to the Michigan Statewide Automated Child Welfare System (MiSACWIS) production environment since the status update on September 1, 2021. The releases included defect fixes and changes to existing functionality. Below is a summary of key release information.

Key MiSACWIS implementation successes include:

1. <u>Prevention</u>: MiSACWIS made changes to existing functionality within the areas of associated persons, assessments, case closure, provider types, program types, case services, and case service plans to support the Family First Prevention Services Act (FFPSA) implementation. A new Prevention Plan was also added.

2. <u>Licensing</u>: System updates and modifications to multiple licensing reports were completed to support changes related to rule 400.9415 Hazardous Materials and Firearm Storage.

    Several changes to the system and reports were also made in connection to the Michigan Public Sex Offender Register (MPSOR) question in the Criminal History Background Assessment of the Relative Safety Assessment Screen (MDHHS-5770) and the Children's Foster Care Relative Placement Home Study (DHS-3130A).

3. <u>Placement</u>: To support federal reporting, functionality updates were made to document if a child's placement is designated to provide short term or transitional care. A date field was created to identify when the Transitional Placement Program (TPP) ended. The date field can be updated on completed placements to avoid adding a new placement.

    Additionally, when entering a placement with a relative, adoptive home or legal guardian, new and more clearly defined options display when a user selects the relationship to child. These new options display after identifying the Living Arrangement within the placement and assist with data reporting for the Adoption and Foster Care Analysis and Reporting System (AFCARS).

    Lastly, the high-risk placement exception request (PER) was updated to generate only when a user creates a health need or diagnosis with a group of high risk to align with policy.

4. <u>Court and Legal</u>: Within the parental termination grid of a court order, a new field is required to record if a termination is voluntary or involuntary. If selecting voluntary, the system will require a release date to be entered. This change ensures accurate data for the federally required AFCARS.

5. <u>Raise the Age</u>: The following system enhancements were completed to support Raise the Age:
   - 206b and 207 forms were modified to allow the court to budget for Raise the Age youth.
   - Chargeback forms were modified to include Child Care Fund (CCF) calculations for Raise the Age, as well as for the batch to identify Raise the Age history records.
   - A new link was added on the Person Overview screen called Raise the Age History. This allows Child Welfare Funding Specialists (CWFS) users to add Raise the Age history records.

b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of December 26, 2021, there are no critical defects in the system. There are other defects identified in the application that are defined as low, medium, or high severity.

c) The average number of help tickets submitted per day.

From October 1, 2021, to December 26, 2021, the average number of help desk tickets submitted per day was 68. This is a decrease from the September 1, 2021, status update.

d) Any additional overtime or other staffing costs to address known issues and volume of help desk tickets.

From October 1, 2021, to December 26, 2021, MDHHS did not use overtime hours for help desk tickets or known issues.

e) Any contract revisions to address known issues and volume of help desk tickets.

From October 1, 2021, to December 26, 2021, the MiSACWIS project did not issue contract revisions to address known issues or the volume of help desk tickets.

f) Other strategies undertaken to improve implementation.

The MiSACWIS project continues to assess its operational processes to assure continuous quality improvement. Process implementation successes since the September 1, 2021, status update include:

<u>Product Backlog Review</u>: The MiSACWIS product backlog has been reduced due to the ongoing efforts with business owners to establish work to be completed in the Comprehensive Child Welfare Information System (CCWIS) versus MiSACWIS. Those items business owners consider priority for MiSACWIS are reviewed routinely, including with Children's Services Agency (CSA) leadership, to assure resources are aligned with

priorities. Reviews also provide information beneficial for CCWIS planning.

Security Access: Implementation of the automated MiSACWIS access request process via the Database Security Application (DSA) has completed. All users have been transitioned to use DSA to request access. Activities to assist users in completing requests and renewals are in place. Users can reach out to the DSA email box or MiSACWIS help desk for assistance. Over-the-shoulder help is provided via Teams as needed.

Duplicate Person Analysis: The Duplicate Person Power Business Intelligence (BI) report pilot continues with more users included and queries modified to document duplicate counts more accurately. A metrics dashboard was also created to allow a view of changes in duplicate counts in real time. The MiSACWIS team has maintained mass data clean-up efforts to prevent front end users from having to manually review issues. Expanded use of the tool is expected once the MiSACWIS team completes more of the automated clean up. The goal is to have more users utilize and validate the tool prior to statewide use.

Monitoring Users: Efforts remain in place to monitor MiSACWIS users. Reports continue to be reviewed and follow up completed as needed to ensure those users who do not need MiSACWIS access have access terminated, or users who have more access than necessary for their role have access updated.

Reports Analysis: Queries identifying case reports that are approved but not saved are sent monthly to the field for their review and action. This continues to be an ongoing effort to improve data quality.

Provider Data Quality Review: Staff continue to focus on data quality items as it relates to provider/licensing information in preparation for CCWIS. This effort is being led with MiSACWIS management and data quality oversight team members to ensure the team is prioritizing appropriate data quality items that will assist with conversion, migration, and accuracy of data as development begins for CCWIS. This activity includes actions that address duplicate person and other data quality issues beyond licensing.

Data Quality Plan: The team has completed the data quality plan which includes planning, organizing, and resolving items identified as data quality. There will be a significant amount of partnering and coordination between MiSACWIS and several other areas including Division of Continuous Quality Improvement, local office, and private agency quality assurance analysts as part of the data quality plan activities and oversight.

g) Progress developing cross-system trusted data exchanges with MiSACWIS.

Data exchanged and synced between MiSACWIS, and the new CCWIS Child Welfare Licensing (CWL) module has been the primary data exchange priority during this period. This integration must occur to assure that the MiSACWIS application continues to operate correctly and for both systems to maintain accurate data.

When the CWL module is implemented, the Department of Licensing and Regulatory Affairs (LARA) Bureau Information Tracking System (BITS) will no longer function as the system of record for child welfare licensing. The CWL module will send the necessary data to the MDHHS Bridges system (as BITS does currently), where it will be processed utilizing existing data exchanges/interfaces with MiSACWIS and will provide the updated data back to MiSACWIS and CCWIS.

No additional data exchange development has occurred this period. Representatives from private agencies continue to be engaged in design activities for the CWL module. Their needs continue to be documented and all efforts will be made to incorporate appropriate data and bridge any gaps in the new CCWIS.

A technology survey will again be sent to the private agencies to determine what technology changes have occurred within the agencies since the last survey in 2020. The information gathered will assist in developing content for future meetings with groups of specific agencies to confirm any gaps in MiSACWIS that they are addressing via their own mechanisms (spreadsheets, databases, technology systems). Representatives from the private agencies will also participate in upcoming business process redesign (BPR) sessions in 2022 to prepare for the design and development of the next CCWIS modules.

The survey and BPR will be additional mechanisms to assure the department has the information needed to ensure that the CCWIS system accommodates all users in achieving their case management obligations and supports high-quality service to children and families. Addressing the data needs of our child welfare partners will avoid additional costs.

h) Progress moving away from a statewide/tribal automated child welfare information system (SACWIS/TACWIS) to a comprehensive child welfare information system (CCWIS).

The CCWIS project team completed a review of the project status, functionality, and activities completed to date to highlight remaining tasks, and assure all baseline functionality is accounted for in the initial implementation. This review resulted in a revised schedule of activities for the project. During this review, development and several other project activities continued and progress toward the end-product continued. User acceptance testing and field end user testing significantly increased. The draft training plan was completed and is prepped for finalization. End user engagement specific to change management preparation and planning is under way. The data clean-up activities have been further documented and detailed planning around the clean-up and data conversion preparation continues to ramp up.

The CWL module development is in its final stages and will be implemented in 2022. As the technical development of the final set of functionality components wraps up, there are numerous other activities ramping up to prepare for go live, including but not limited to multiple types of testing, data conversion, data warehouse development, training plans, communications, data clean-up, security, and user access preparations.

Significant engagement with end users from the field and numerous other licensing stakeholders has continued. Champion teams established early in the project to have representation from the field for both private Child Placing Agencies and MDHHS county offices as well as representation from the Division of Child Welfare Licensing (DCWL) remain engaged. Change Agents have also been established and work closely with the project team to assist in preparing for the implementation of the CCWIS module and business process changes that will result. Deloitte and Civilla remained actively engaged in Human Centered Design, gathering valuable feedback and incorporating suggestions on modifications to the designs provided by the users.

Activities for planning the MiSACWIS changes to adapt to CCWIS ramped up significantly to prepare for the integration with, and implementation of, the module. Close coordination between MiSACWIS and CCWIS will be required to assure proper functioning and preparedness.

To prepare for the next two modules to be developed in the CCWIS system, the department is drafting a statement of work to include human centered design and business process redesign/review to be completed well in advance of the technical vendor initiating discovery, design, and development. These preparation activities will establish a strong mechanism for the business areas to be prepared for efficient and thorough engagement with the technical vendor. It is expected that these preparation activities will begin in February 2022.

The department is also currently finalizing a new Request for Proposal (RFP) for the remaining CCWIS modules. Lessons learned from the CWL module activities are being incorporated into the RFP, in addition to information from other states that are in their CCWIS journey. The current timeline estimates that the procurement process will be completed, and a vendor onboarded, in early October 2022.

i) **Progress developing and implementing a program to monitor data quality.**

The MiSACWIS team and CSA have continued development on the child welfare data quality plan. The governance that formalizes oversight, review, and resolution processes has been adapted to organizational changes and increased partnering. Data quality presentations will continue to be provided to business areas and field representatives to re-engage discussion on data quality concepts and expectations, and how that translates into their preparation for CCWIS discovery and design sessions. Ongoing meetings will be held to continue to work through the requirements and plan data quality activities in detail. The team continues to prioritize engagement with stakeholders who work closely with MDHHS to review data for awareness, consistency, partnership, and efficiency around child welfare data.

The MiSACWIS management team and the Division of Continuous Quality Improvement (DCQI) within CSA continues to partner with several other divisions in MDHHS, as well as the Department of Technology, Management and Budget (DTMB), continue to enhance and implement the data quality plan and support activities. An increase in

engagement and activity has continued in preparation for data cleansing related to the first CCWIS module. The MiSACWIS team continues to make data quality improvements, including continuing to address duplicate person records and related updates. The team continues to evaluate system issues that affect data quality and determine options to address those issues to support improved data for the new CCWIS. Data quality planning and monitoring will be a key component throughout the development of the new CCWIS system.

A new Data Quality Analyst position has been established. This position will provide committed resources to the data quality plan and required activities to support increased data quality and ongoing monitoring and oversight. The data quality analyst position will also serve as a primary support to the product teams developing the CCWIS modules. The analyst will assure that the data reporting experts are participating in CCWIS sessions and assure that any gaps, concerns, or issues specific to data are addressed. Over time, the analyst role will continue to increase their expertise in child welfare data because of their consistent engagement with the experts and system discovery and design sessions.

j) Progress developing and implementing custom integrated systems for private agencies and tribal governments.

There are no new integrations to be reported. The exchange between MiSACWIS and Mindshare, which supports the Performance Based Child Welfare System in Kent County, allows Mindshare to have specific MiSACWIS data to analyze for improving child welfare practices. This interface is still in use.

Meetings continue with tribal governments to assess, enhance, and improve data exchanged with tribal communities. The tribal governments continue to receive reports of tribally affiliated children from the child welfare data warehouse. This data continues to be monitored between the department and the tribal governments to assure continued quality improvement is occurring and that the tribal governments are receiving data timely and accurately.

Activity continues in developing the title IV-E agreements with several tribal governments. Those who enter into a title IV-E agreement will be able to utilize MiSACWIS for foster care case management. There are ongoing meetings scheduled with the tribes to continue discussion about anticipated CCWIS system development and potential utilization. The assessment to review private agency data needs in the new CCWIS have been initiated and will guide next steps. Integrated systems with private agencies and tribal governments have significant financial implications that need to be assessed and reviewed for decisions related to the new CCWIS. This will be an ongoing engagement.

There is a Memorandum of Understanding in progress to provide tribal governments access to enter social work contacts on cases where there are children affiliated with the tribe. There are activities in progress to establish the overall process and training for this access.

k) A list of all change orders, planned or in progress.
l) The status of all change orders, planned or in progress.
m) The estimated costs for all planned changed orders.
n) The estimated and actual costs for all change orders in progress.

The MiSACWIS project maintains a product backlog which is a list of all enhancements/change controls, defects, and work items. This list has been reduced for MiSACWIS to prepare for the move to the new CCWIS. Those items that will not be completed in MiSACWIS but are relevant to consider in the design of the CCWIS have been documented as such and are available for the CCWIS team to review. The MiSACWIS backlog items are monitored and ranked by the different functional teams along with business owners on an increasing frequency. The teams then determine the items contained in the upcoming releases based upon that ranking, prioritization and capacity. Limited resources from existing DTMB and DHHS vacancies continue to add complexity in completing priority work and also supporting CCWIS transition efforts. The available capacity of remaining MiSACWIS resources will be increasingly impacted due to support that will have to be provided to the CCWIS project.

The agile operational process currently has teams planning in detail for the short term (about four-six months or two-three releases), and general estimation planning for larger, long-term projects. Required project work is typically planned first, then defect fixes are put into releases as they fit into the remaining capacity. Maintenance work that has significant impacts to users is prioritized when possible; however, more capacity will have to focus on supporting the CCWIS project. This analysis of impact and priority, backlog review, refinement and adjustment are consistent operational tasks.

The table below represents the projects previously approved by CSA as essential priorities to be considered for implementation in Fiscal Year (FY) 21. The expectation was that the entire project list would not be completed in FY 21, with Raise the Age extended into FY 22. Any new development items require an additional review and approval through the Information Technology (IT) Executive Governance team along with review of the existing approved project list.

(k) A list of all change orders, planned or in progress.	*(l) The status of all change orders, planned or in progress.*	*(m) The estimated costs for all planned change orders.***	*(n) The estimated and actual costs for all change orders in progress.****
		Estimated Cost	**Actual Cost to Date** *(As of 12/20/21)*
Payment Reconciliation and Recoupment	Complete	$51,500.00	*

Contractors access to MiSACWIS to enter social work contacts	Complete	Maintenance & Operation	*
Provider exception handling	Complete	$11,400.00	*
Family First Prevention Systems • Changes to support Qualified Residential Treatment Programs (QRTP) for FFPSA • Family First Prevention Services Act (FFPSA) System and Data Needs	Complete	$1,081,293.52	$1,081,293.52
• Family First Prevention Systems Change Order	Complete	$354,382.00	$388,443.15
(k) A list of all change orders, planned or in progress.	**(l) The status of all change orders, planned or in progress.**	**(m) The estimated costs for all planned change orders.**** **Estimated Cost**	**(n) The estimated and actual costs for all change orders in progress.***** **Actual Cost to Date** (*As of 12/20/21*)
Change to track tribal verification (DHHS 5598 tracking)	Complete	$2,060.00	*
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	Complete	$63,867.00	*
Upgrade to Oracle 19 (includes hardware)	Complete	$558,634.00	$661,252.95
Azure Dev Ops	Complete	$277,057.28	$214,435.65
Dynamics O365	Complete	$240,093.86	$135,451.33

Expand the MiSACWIS Web Services with Bridges	Complete	$60,000.00	*
CPS Technology Suite Enhancements (Mobile and Supervisory Control Protocol)	Complete	$2,606,093.00	$1,982,020.71
Death Data batch to Children's Ombudsman Audit Finding	Complete	$50,000.00	*
Tribal Access to MiSACWIS	Complete	$112,979.00	*
MiSACWIS Address Pre-Fill	Complete	$51,164.00	*
MiSACWIS Central Registry and Routing	Complete	$36,511.00	*
Raise the Age	Complete	$581,650.00	$313,704.90
CPS Redesign	Complete	$11,389.60	*
CI Access Database Replacement (CIADR)****	Complete	$1,398,673.67	$757,593.93
Incident Reporting	Complete	$210,569.79	$204,045.33

Hours expended to date not broken out from the regular release tasks so cost data not available.

** Estimates are based on a high-level rough order of magnitude or revised estimate after business requirements have been completed.

*** Actual costs are based on hours entered in the States Project Management time tracking tool where actual staff rates are applied.

**** Grant funded project.

Note: Change order for the FFPSA project was requested based on scope discovery uncovered during initial development requiring the schedule to extend through the balance of the fiscal year. There is no net change in capacity required for this change request, given the capacity will be reduced from the MiSACWIS maintenance project.